

Kaiser Foundation Health Plan, Inc. (Washington)

We're here to support your success

You've got a wide range of resources to help make your sales process easier, save time, and increase your earnings potential. Use this sheet to get support with questions related to your clients' Kaiser Permanente account.

<https://wa-producer-manager.kaiserpermanente.org/>

Sign into our self-service portal with your user ID and password to manage your accounts. You'll find:

- Sales brochures, benefit summaries, forms, and other sales support materials
- Tools for small business quotes and group renewals (for groups of 2 to 50)
- Online directories for our staff to help you with your new sale, existing accounts, or individual plans
- Annual Broker Compensation Schedule
- Broker compensation tables
- Large group-specific contracts
- Health plan applications
- Book of business data
- Notice of regional broker events

Broker Compensation Services

Phone: **1-800-337-3196 option 1**

email: brokerappt.commission@kp.org

(Monday to Friday)

Get answers to your questions about:

- Licensing and appointments
- Commission processing
- Commission statement request
- Broker of record changes
- Demographic changes
- Book of business actions
- Reconciliation and compensation
- Transfers
- Reports

Small Group Broker Support (1 to 50 employees)

<https://wa-producer.kaiserpermanente.org/sales/>

Western Washington

Phone: **206-448-4140**

email: Hiwot.A.Tilaye@kp.org

Central/Eastern Washington

Phone: **1-800-497-2210**

email: Nancy.J.Stmarie@kp.org

(Monday to Friday)

- Who to contact for sales questions
- Benefits
- Enrollment and process
- Sales support materials
- Finding the right department or representative for specialized support

Large Group Broker Support (51+ employees)

TBD

Phone: TBD

Email: teamleaderproduction@kp.org

Individual & Family Broker Support (KPIF)

<https://wa-producer.kaiserpermanente.org/sales/>

Phone: **1-800-474-1079**

email: IFsales@kp.org

(Monday to Friday)

Whether your clients are buying a Kaiser Permanente for Individuals and Families (KPIF) plan through a marketplace or directly from Kaiser Permanente, this service line can help with:

- Application status
- Current client's plan/product information
- Enrollment issues
- Evidence of coverage
- ID card requests
- Reinstatement requests
- Status of plan changes
- Termination status

To learn more about selling KPIF plans and working with KP, review our WA KPIF Training Manual:

- <https://wa-producer.kaiserpermanente.org/wp-content/uploads/2023/03/Producer-training-manual-2023.pdf>

Member Service Contact Center

Phone: **1-800-290-8900**

- Benefits and coverage, including claims, the dispute resolution process, adding or deleting dependents, and getting copies of your health care coverage terms
- How to make an appointment
- How to choose a doctor
- Copayments and billing
- ID Cards, including replacing your lost or stolen cards
- Name or address changes
- Services, including health education classes and support groups

